Amendments to the Claims

The following listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims:

1.   (currently amended) A method of maintaining a website, the method comprising:

receiving a request for electronic help from a user of a website, wherein the website has a plurality of discrete contexts;

determining the context of the website at the time electronic help was requested;

incrementing a count of electronic help requests for the determined context, wherein the count comprises requests for a plurality of users electronic help request is associated with the discrete context; and

compiling a report, wherein the report identifies an aggregate number the count of help requests for at least two discrete contexts of the website.

2.   (currently amended) The method of Claim 1, further comprising modifying the discrete context of the website with the highest number of help requests to reduce the number of help requests received during for the discrete context.

3.   (previously presented) The method of Claim 1, further comprising collecting usage data from the electronic help.

4.   (previously presented) The method of Claim 3, wherein said usage data includes a user browser type.

5.   (previously presented) The method of Claim 3, wherein said usage data includes a user network address.

6.   (previously presented) The method of Claim 3, wherein said usage data includes a requested help topic.

7.   (currently amended) A system for website help, comprising:

        a website having a plurality of discrete contexts and an associated help system;

        a tracking module adapted to receive a request for electronic help from a user and determine the discrete context of the website when help was requested;

        a recording module adapted to record the total number of electronic help requests for each discrete context, the total number comprising requests for a plurality of users; and

        a reporting module adapted to compile a report comprising the total number of help requests for at least two discrete contexts of the website.

8.   (previously presented) The system of Claim 7, wherein said recording module is further adapted to record a user browser type associated with the request for electronic help.

9.   (previously presented) The system of Claim 7, wherein said recording module is further adapted to record a user network address associated with the request for electronic help.

10.   (previously presented) The system of Claim 7, wherein said recording module is further adapted to record a requested help topic associated with the request for electronic help.

11.   (currently amended) A system for improving a computer executed application having an associated help system, comprising:

        an application server configured to execute an application having a plurality of discrete contexts, the application further comprising a user interface and an associated help system;

        a help server configured to execute the help system associated with the application, wherein the help server is communicatively coupled with the application server via a data communication network and wherein the help server comprises:

                a data storage area;

                a context identifier module configured to determine the discrete context of the application during which help was requested by the a user;

                a recording module configured to store in the data storage area the total number of help requests for the discrete context identified by the context identifier module, wherein the total number of help requests comprises an aggregate of help requests for a plurality of users; and

a reporting module configured to compile a report, wherein the report

identifies the total number of help system requests for at least two discrete contexts of

the application.

12.   (previously presented) The system of claim 11, wherein the recording module is further configured to store in the data storage area a user browser type associated with a help request.

13.   (previously presented) The system of claim 11, wherein the recording module is further configured to store in the data storage area a user network address associated with a help request.

14.   (previously presented) The system of claim 11, wherein the recording module is further configured to store in the data storage area a requested help topic associated with a help request.

15.   (cancelled)

16.   (currently amended) A method for improving a computer executed application having an associated help system, comprising:

receiving via a data communication network a request for electronic help from an

application, wherein the application has a plurality of discrete contexts;

determining the discrete context of the application from which the request for

electronic help was generated;

incrementing a count of electronic help requests for the discrete context, wherein the

count of electronic help requests comprises an aggregate of help requests for a plurality of

users; and

providing a report comprising the relative frequency of help requests for at least two

discrete contexts of the application.

17.   (previously presented) The method of claim 16, further comprising modifying the discrete context of the application having the highest relative frequency.

18.   (previously presented) The method of claim 16, wherein the determining step further comprises determining a user browser type associated with the request for electronic help.

19.   (previously presented) The method of claim 16, wherein the determining step further comprises determining a user network address associated with the request for electronic help.

20.   (previously presented) The method of claim 16, wherein the determining step further comprises determining a requested help topic associated with the request for electronic help.

21.   (currently amended) A method for improving a software application configured to complete a transaction, the software application comprising a series of data entry fields and having an associated electronic help system, the method comprising:

receiving a request for electronic help from a user of the software application;

identifying the current data entry field at the time the request for electronic help was made;

incrementing a count of electronic help requests for the identified data entry field, wherein the count of electronic help requests comprises an aggregate of help requests for a plurality of users; and

compiling a report comprising the ~~total number~~ count of electronic help requests for each data entry field in the series of data entry fields, ~~to identify~~ wherein the report identifies the data entry field where electronic help is most often requested.

22.   (new) The method of claim 21, further comprising notifying a developer of the software application of the identified data entry field where electronic help is most often requested.